



States of
Guernsey

Media Release

embargo until time/date

Date: 6 March 2020

Dedicated Coronavirus Helplines

Two dedicated helpline numbers have been released today for Islanders to use if they have any clinical questions regarding the coronavirus. The numbers are:

01481 756938 and 01481 756969

These two numbers will be manned between **8am and 10pm** every day and are being manned by trained call handlers from the Joint Emergency Services Control Centre (JESCC).

Anyone who requires medical help in an emergency should call 999.

For **non-clinical questions** please, in the first instance, review the information available at www.gov.gg/coronavirus. If the information you require is not on this page please email publichealth@gov.gg

These dedicated helpline numbers have been set up to deal with the increasing number of calls that Public Health Services have been receiving as the situation regarding the coronavirus evolves.

Alex Hawkins-Drew, Lead for Public Health Nursing said:

‘We are extremely grateful to JESCC for working with us to set up these helplines so quickly. Their staff are extremely competent and trained in handling large volumes of calls. They have quickly adapted their processes to accommodate the specific clinical questioning required to effectively manage a possible coronavirus case.

This support from JESCC will enable Public Health Services to focus on mechanisms to reduce and mitigate the health risks from the coronavirus.’

Ends

Notes to Media

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